

Quality Bulletin

TITLE:

**Recall R10216: PHEV Battery
Model Year 2020-2021 Polestar 1**

GROUP: 31	NO: R10216	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2023-05-23	STATUS DATE: 2023-05-23
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BULLETIN REFERENCE

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A. RECALL R10216 DESCRIPTION

Polestar Automotive USA on behalf of Polestar Performance AB, have decided to launch Recall R10216 on certain model year 2020 - 2021 Polestar 1 vehicles.

Polestar investigations have shown a potential issue with the high-voltage battery in a limited number of PHEV vehicles due to a manufacturing defect, potentially leading to overheating of the battery cells when the battery is fully charged.

There is a potential risk of a fire when the battery is fully charged.

To remedy concerned vehicles, Polestar will replace all defective hardware. If a software update (R10202) to lower the battery capacity previously has been carried out, the electric driving range will be restored after the hardware replacement.

IMPORTANT NOTE: R10216 supersedes the interim solution R10202.

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WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue; however, we encourage customers to contact their Service Point and have this repair completed as soon as possible.

B. VEHICLES INVOLVED

NOTE: SERVICE POINT MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10216 PHEV Battery” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10216 has not been completed. Eligibility can also be confirmed in VIDA.

All vehicles must be checked for any incomplete Recalls, Service Campaigns, or Service Upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed.

C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed as outlined in Step B. above.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin R10216.

E. OWNER NOTIFICATION

An owner notification will be sent out that will notify the owner of this recall instructing them to contact their Polestar Service Point and request an appointment to have this repair completed.

F. VEHICLES IN INVENTORY

New Vehicles in Inventory

It is a violation of federal law for a retailer to deliver any new Polestar that is eligible for a recall. Service Points are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a Service Point could result in a civil penalty of up to \$22,723 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

Used Vehicles in Inventory

Polestar is ordering the stop-delivery of affected vehicles in auction and dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with our commitment to safety.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

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G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is 3EB.

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall R10216 claims should be submitted using the LONG FORM application only.

Claim Type: R10216
Cause Code: 02
CSC Code: XW
Main OP: 97916-2

Failed Part No: 36003341 (Cell Module, Exchange)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97916-2	Cell Modules replace acc. TO QB	1	Polestar 1	19.9

IMPORTANT NOTE: Software should be downloaded in this order:

1. Software Product for returning SoC level to 100%.
2. Reset HV Battery cell Capacity by VIDA using:
*VIDA path: Diagnostics/Components/Control modules/Battery Energy Control Module/ (BECM)/
Diagnostic sequences/Resetting the state of health*
3. Total Upgrade

No balancing is needed when replacing all modules as in the QB.

Coolant is to be re-used according to VIDA instruction, eventual top up is considered a consumable.

*Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.